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1   Essential use cases and responsibility in object-oriented development   ◼
        Robert Biddle, James Noble, Ewan Tempero
        January 2002 **Australian Computer Science Communications , Proceedings of the
                     twenty-fifth Australasian conference on Computer science - Volume 4
                     ACSC '02**, Volume 24 Issue 1
        Publisher: Australian Computer Society, Inc., IEEE Computer Society Press

        Full text available: 📄 pdf(1.28 MB)   Additional Information: full citation, abstract, references, citings, index
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        Essential use cases are abstract, lightweight, technology-free dialogues of user intention
        and system responsibility that effectively capture requirements for user interface design.
        We describe how essential use cases can also drive object-oriented development directly,
        without any intervening translation, and allowing user interface development and object-
        oriented development to proceed in parallel. Working with essential use cases yields some
        unexpected further benefits: the crucial common voc ...

        Keywords: object-oriented analysis, object-oriented design, traceability, use cases

2   Process and workflow management: Introducing eservices in business process   ◼
⬦   models
        Lerina Aversano, Gerardo Canfora
        July 2002 **Proceedings of the 14th international conference on Software engineering
                   and knowledge engineering SEKE '02**
        Publisher: ACM Press

        Full text available: 📄 pdf(249.37 KB)   Additional Information: full citation, abstract, references, citings, index
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        The need for automatic support of business processes that extend over the boundaries of
        an enterprise is a recognized need of emerging virtual organizations. To make workflow
        technologies useful during the enactment of business processes involving many partners
        that reciprocally provide and consume services, it is important to provide a model, and
        supporting technologies, to manage the introduction of services in workflow models.This
        paper introduces a framework for the introduction of eServices ...

        Keywords: eservices, process models, workflow management

3   POWER: using UML/OCL for modeling legislation - an application report

Tom M. van Engers, Rik Gerrits, Margherita Boekenoogen, Erwin Glassée, Patries Kordelaar
May 2001   **Proceedings of the 8th international conference on Artificial intelligence and law ICAIL '01**

Publisher: ACM Press

Full text available: pdf(132.56 KB)   Additional Information: full citation, abstract, references, citings, index terms

The Dutch Tax and Customs Administration (DTCA in Dutch: Belastingdienst) conducts a research program POWER in which methods and tools are developed that support a systematic translation of (new) legislation into the DTCA's processes. The methods and tools developed help to improve the quality of (new) legislation and codify the knowledge used in the translation processes in which legislation and regulations are transformed into procedures, computer programs and other designs. Thereby the tim ...

4   Integrating and customizing heterogeneous e-commerce applications

Anat Eyal, Tova Milo
August 2001   **The VLDB Journal — The International Journal on Very Large Data Bases**, Volume 10 Issue 1

Publisher: Springer-Verlag New York, Inc.

Full text available: pdf(286.63 KB)   Additional Information: full citation, abstract, citings, index terms

A broad spectrum of electronic commerce applications is currently available on the Web, providing services in almost any area one can think of. As the number and variety of such applications grow, more business opportunities emerge for providing new services based on the integration and customization of existing applications. (Web shopping malls and support for comparative shopping are just a couple of examples.) Unfortunately, the diversity of applications in each specific domain and the dispar ...

Keywords: Application integration, Data integration, Electronic commerce

5   Dependency Relations between Models in the Unified Process

Claudia Pons, Roxana Giandini, Gabriel Baum
November 2000   **Proceedings of the 10th International Workshop on Software Specification and Design IWSSD '00**

Publisher: IEEE Computer Society

Full text available: pdf(387.16 KB)
                   Additional Information: full citation, abstract
                   Publisher Site

The goal of the Unified Process is to guide developers in efficiently implementing and deploying systems that meet customer needs. During the Unified Process, a variety of models of the system is developed. Not all these models are independent, but they are related to each other. Elements in one model have trace dependencies to other models; they are semantically overlapping and together represent the system as a whole. It is necessary to have a precise definition of the syntax and semantics of ...

6   Technical papers: requirements engineering: Detection of conflicting functional requirements in a use case-driven approach: a static analysis technique based on graph transformation

Jan Hendrik Hausmann, Reiko Heckel, Gabi Taentzer
May 2002   **Proceedings of the 24th International Conference on Software Engineering ICSE '02**

Publisher: ACM Press

Full text available: pdf(1.55 MB)   Additional Information: full citation, abstract, references, citings, index

terms

In object-oriented software development, requirements of different stakeholders are often manifested in use case models which complement the static domain model by dynamic and functional requirements. In the course of development, these requirements are analyzed and integrated to produce a consistent overall requirements specification. Iterations of the model may be triggered by conflicts between requirements of different parties.However, due to the diversity, incompleteness, and informal nature ...

Keywords: UML, graph transformation, requirements specification, unified process, use cases

7 Cascaded refactoring for framework

Greg Butler, Lugang Xu

May 2001 **ACM SIGSOFT Software Engineering Notes , Proceedings of the 2001 symposium on Software reusability: putting software reuse in context SSR '01**, Volume 26 Issue 3

Publisher: ACM Press

Full text available: pdf(170.45 KB)   Additional Information: full citation, abstract, references, citings, index terms

Refactoring of source code has been studied as a preliminary step in the evolution of object-oriented software. We extend the concept of refactoring to the whole range of models used to describe a framework in our methodology: feature model, use case model, architecture, design, and code. We view framework evolution as a two-step process: refactoring and extension. The refactoring step is a set of refactorings, one for each model, that cascades through them. The refactorings chosen for a mo ...

Keywords: architecture, design pattern, domain analysis, evolution, feature model, framework, hotspot, refactoring, role, use case

8 Comparing and reconciling usability-centered and use case-driven requirements engineering processes

A. Seffah, R. Djouab, H. Antunes

January 2001 **Australian Computer Science Communications , Proceedings of the 2nd Australasian conference on User interface AUIC '01**, Volume 23 Issue 5

Publisher: IEEE Computer Society, IEEE Computer Society Press

Full text available: pdf(641.83 KB)

Publisher Site   Additional Information: full citation, abstract, references

During the two last decades, the human-computer interaction community has developed a large variety of techniques and tools for gathering, specifying and validating usability requirements including user characteristics, tasks, work environment as well as usability goals such as effectiveness, efficiency and user satisfaction. Unfortunately, even if their importance are accepted by software developers, they are not yet cost-effectively integrated into software engineering methodologies. This pape ...

9 Data management issues in electronic commerce: Conceptual modeling and specification generation for B2B business processes based on ebXML

HyoungDo Kim

March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1

Publisher: ACM Press

Full text available: pdf(457.97 KB)   Additional Information: full citation, abstract, references

In order to support dynamic setup of business processes among independent

organizations, a formal standard schema for describing the business processes is basically required. The ebXML framework provides such a specification schema called BPSS (Business Process Specification Schema) which is available in two stand-alone representations: a UML version, and an XML version. The former, however, is not intended for the direct creation of business process specifications, but for defining specificatio ...

10 Object-oriented modeling: a roadmap

Gregor Engels, Luuk Groenewegen
May 2000 **Proceedings of the Conference on The Future of Software Engineering ICSE '00**
Publisher: ACM Press
Full text available: pdf(1.43 MB)   Additional Information: full citation, references, citings, index terms

Keywords: UML, development process, frameworks, object-oriented modeling, patterns, profile, views

11 Facilitating process management: The technical writer as software process catalyst

Kendall V. Scott
September 2000 **Proceedings of IEEE professional communication society international professional communication conference and Proceedings of the 18th annual ACM international conference on Computer documentation: technology & teamwork IPCC/SIGDOC '00**
Publisher: IEEE Educational Activities Department
Full text available: pdf(684.48 KB)   Additional Information: full citation, abstract, references

The emergence of a New Economy, fueled by business-to-business e-commerce and moves toward things like component-based development, and soon to be dominated by browser-based applications, is creating a shift in focus away from user documentation and towards what we might refer to as "systems documentation." This term encompasses includes any kind of documentation that describes the technical aspects of a software system for people like systems analysts, modelers, and software engineers, rather t ...

12 Requirements interaction management

William N. Robinson, Suzanne D. Pawlowski, Vecheslav Volkov
June 2003 **ACM Computing Surveys (CSUR)**, Volume 35 Issue 2
Publisher: ACM Press
Full text available: pdf(1.24 MB)   Additional Information: full citation, abstract, references, citings, index terms

Requirements interaction management (RIM) is the set of activities directed toward the discovery, management, and disposition of critical relationships among sets of requirements, which has become a critical area of requirements engineering. This survey looks at the evolution of supporting concepts and their related literature, presents an issues-based framework for reviewing processes and products, and applies the framework in a review of RIM state-of-the-art. Finally, it presents seven researc ...

Keywords: KAOS, KATE, Oz, Requirements engineering, Telos, WinWin, analysis and design, composite system, deficiency driven design, dependency analysis, distributed intentionality, interaction analysis, software cost reduction (SCR)., system architecture, system specification, viewpoints

13 Manufacturing applications: Manufacturing modeling architectures: an architecture for

<u>a generic data-driven machine shop simulator</u>

Charles McLean, Al Jones, Tina Lee, Frank Riddick

December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers WSC '02**

Publisher: Winter Simulation Conference

Full text available: pdf(228.99 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>

Standard interfaces could help reduce the costs associated with simulation model construction and data exchange between simulation and other software applications -- and thus make simulation technology more affordable and accessible to a wide range of potential industrial users. Currently, small machine shops do not typically use simulation technology because of various difficulties and obstacles associated with model development and data translation. This paper provides an overview of work c ...

14 <u>Time weaver: a software-through-models framework for embedded real-time systems</u>

Dionisio de Niz, Raj Rajkumar

June 2003 **ACM SIGPLAN Notices , Proceedings of the 2003 ACM SIGPLAN conference on Language, compiler, and tool for embedded systems LCTES '03**, Volume 38 Issue 7

Publisher: ACM Press

Full text available: pdf(467.76 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

Embedded real-time systems are deployed in a wide range of application domains including transportation systems, automated manufacturing, process control, defense, aerospace, and telecommunications. These systems must satisfy not only logical functional requirements but also *para-functional* properties such as timeliness, Quality of Service (QoS) and reliability. The cross-cutting behaviors imposed by these para-functional properties and dependencies on operational characteristics (e.g. ha ...

Keywords: couplers, embedded, real-time, semantic dimension, semantic separation, software-through-models

15 <u>Context-aware Web Information Systems</u>

Aleksander Binemann-Zdanowicz, Roland Kaschek, Klaus-Dieter Schewe, Bernhard Thalheim

January 2004 **Proceedings of the first Asian-Pacific conference on Conceptual modelling - Volume 31 APCCM '04**

Publisher: Australian Computer Society, Inc.

Full text available: pdf(413.81 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

Apart from completeness usability, performance and maintainability are the key quality aspects for Web information systems. Considering usability as key implies taking usage processes into account right from the beginning of systems development. Context-awareness appears as a promising idea for increasing usability of Web Information Systems. In the present paper we propose an approach to context-awareness of Web Information Systems that systematically distinguishes among the various important k ...

Keywords: SiteLang, Web Information Systems, Web services, context-aware information systems, media objects

16 <u>Role Engineering: A scenario-driven role engineering process for functional RBAC roles</u>

Gustaf Neumann, Mark Strembeck

June 2002 **Proceedings of the seventh ACM symposium on Access control models and**

technologies SACMAT '02
Publisher: ACM Press

Full text available: 📄 pdf(171.50 KB)   Additional Information: full citation, abstract, references, citings, index terms

In this paper we present a novel scenario-driven role engineering process for RBAC roles. The scenario concept is of central significance for the presented approach. Due to the strong human factor in role engineering scenarios are a good means to drive the process. We use scenarios to derive permissions and to define tasks. Our approach considers changeability issues and enables the straightforward incorporation of changes into affected models. Finally we discuss the experiences we gained by app ...

Keywords: role engineering, role-based access control, scenarios

17 A mapping algorithm for computer-assisted exploration in the design of embedded systems
E. P. Mariatos, A. N. Birbas, M. K. Birbas
January 2001 **ACM Transactions on Design Automation of Electronic Systems (TODAES)**, Volume 6 Issue 1
Publisher: ACM Press

Full text available: 📄 pdf(296.29 KB)   Additional Information: full citation, abstract, references, index terms, review

We present a technique for automatic exploration of architectural alternatives in the design of complex electronic embedded systems and systems-on-a-chip. The technique transforms the problem into a set of simple model-to-model operations and a mapping algorithm that becomes the core of the entire design process. The mapping algorithm is formulated as an assignment-type problem (ATP), which is, in turn, solved by a straightforward optimization method. The result is a design assistance tool, ...

Keywords: codesign, embedded system design space exploration, specification mapping

18 Modeling and validation of service-oriented architectures: application vs. style
Luciano Baresi, Reiko Heckel, Sebastian Thöne, Dániel Varró
September 2003 **ACM SIGSOFT Software Engineering Notes , Proceedings of the 9th European software engineering conference held jointly with 11th ACM SIGSOFT international symposium on Foundations of software engineering ESEC/FSE-11**, Volume 28 Issue 5
Publisher: ACM Press

Full text available: 📄 pdf(239.74 KB)   Additional Information: full citation, abstract, references, citings, index terms

Most applications developed today rely on a given *middleware platform* which governs the interaction between components, the access to resources, etc. To decide, which platform is suitable for a given application (or more generally, to understand the interaction between application and platform), we propose UML models of both the *architectural style of the platform* and the application scenario. Based on a formal interpretation of these as graphs and *graph transformation systems*
Keywords: *architectural style, graph transformation system, model checking, modeling middleware platforms, service-oriented architectures*

19 Requirements engineering: Information systems development through social structures
Manuel Kolp, Paolo Giorgini, John Mylopoulos

July 2002 **Proceedings of the 14th international conference on Software engineering and knowledge engineering SEKE '02**
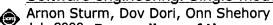**Publisher:** ACM Press

Full text available: pdf(336.73 KB)   Additional Information: full citation, abstract, references, citings, index terms

Information systems for organizations such as e-business and knowledge management systems must continually evolve to adapt to their operational environment. Unfortunately, current development methodologies do not support system evolution well, making software an obstacle to organizational changes. The paper describes a framework that develops and evolves seamlessly a system-to-be within its organizational environment. We adopt a set of social structures --- organizational styles and social patte ...

Keywords: *i** framework, *tropos* methodology, requirements engineering

20 Software engineering: Single-model method for specifying multi-agent systems
Arnon Sturm, Dov Dori, Onn Shehory
July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems AAMAS '03**
Publisher: ACM Press

Full text available: pdf(359.17 KB)   Additional Information: full citation, abstract, references, index terms

Multiple modeling methods for constructing agent-based systems have been suggested, however none of them has been accepted as a standard. A prominent reason for this is the gap that exists between agent-oriented methods and the modeling needs of agent-based systems. This gap is, in large part, due to lack of an agreed-upon set of building blocks for modeling Multi-Agent Systems (MAS) and standalone agents, and lack of support for essential software engineering properties. To bridge the gap, we s ...

Keywords: agent-oriented modeling, agent-oriented software engineering, object-process methodology

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Process improvement: optimization of a telecommunications billing system

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Authors   Mark Schouwenaar BestSys, St. Catharines, Ontario, Canada
Eleazer Martin   BestSys, Hasleveien, Oslo, Norway

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↑ ABSTRACT

To remain competitive in a turbulent and rapidly evolving market, telecommunication companies have found it necessary to invest large sums of money on the latest technologies and IT infrastructure. These investments have been a serious drain on the financial resources of these companies who are now seeking ways to pare costs and regain their financial footing. This new reality is increasingly forcing companies to focus on improving processes in order to increase profitability. Process simulation is proving to be a useful tool in helping these companies attain higher levels of efficiency in business critical processes by revealing inefficiencies and redesigning processes. This paper seeks to illustrate the method used to obtain substantial savings in the billing system of Telenor (Norway's largest telecom company), through the use of simulation.

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2   Telenor 2003. Annual Report 2002.

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A total solution for NM development

Junao Xue
ACTSoft, Beijing, China;

Abstract
One of the major progresses in the evolution of TMN is that TMN implementations are not for standardization, but have to blend and balance a number of divergent constraints such performance, and legacy deployments, as well as new functionality delivered. There will b architecture implementations, each implementation has to satisfy the needs identified and the TMN functional architecture and the TMN information architecture specifications. To p end service to customers, the customer care processes via customer interface managem customer oriented service processes should also be included/expanded in the architectur operation model is called telecom operations map (TOM). It supports understanding servi processes and driving solutions to service provider problems in business and operations software, therefore, becomes a 'de facto' industry standard for service provider operation:

Index Terms
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Controlled Indexing
quality of service   telecommunication network management

Non-controlled Indexing
QoS   customer interface management process   de facto industry standard   ente management   information architecture specification   network management deve solution   operations support and readiness   oriented service process   quality of service provider operations management   service provider process   telecom ope telecommunication network management

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Deploying efficient business processes the way for small operators to survive

Jungic, Z. Gospic, N.
Telekom Srpske, Banja Luka, Serbia;

Abstract
Complex and dynamic environment of telecom operators and their efforts to strive for in th foster small operators to change their business strategy and to enhance their processes t then their competitors. The paper proposes deployment of e-TOM processes as guideline reengineering of business processes. The new e-TOM provides more details on fulfillmen billing processes used as basic processes for many operators and service providers. The relationship management (CRM), as strategic issues, facilitates introduction of new busin supporting operator's holistic approach to manage relationships with customers. Support warehouse with the use of online analytical processing - OLAP and data mining technique discussed in this paper.

Index Terms
Inspec

Controlled Indexing
business process re-engineering   customer relationship management   data mini warehouses   telecommunication

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CRM OLAP business process deployment   customer relationship managemen mining techniques data warehouse e-TOM process online analytical processi operators

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A global framework for architecture analysis in telecomm

Thang Vu Duong Fromentoux, G. Le Roux, J.-L.
Dept. of Integration & Control, France Telecom, Lannion, France;

Abstract
One currently observes a multiplication of actors and technologies involved in the provisio
telecommunications services. To represent them and their relationships, to understand th
models have been designed, each one with its own application zone: business models, n
and architectures, etc. At the same time, the road towards next generation networks (NGI
carefully mastered. NGN are expected to support all kind of services, to provide generaliz
guarantee and to be open with standardized interfaces and protocols. So one needs tools
with this context complexity. This paper addresses a global framework for telecommunica
analysis, able to deal with the complexity of the domain. The framework is then illustrated
the first one presents a global QoS framework and the second one deals with the IP QoS

Index Terms
Inspec
    Controlled Indexing
    IP networks communication complexity protocols quality of service

    Non-controlled Indexing
    IP QoS issue architecture analysis global QoS framework next generation net
    protocol standardized interface telecommunications service
Author Keywords
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Assured service quality by improved fault management

Authors   Andreas Hanemann Leibniz Supercomputing Center, Munich, Germany
Martin Sailer   University of Munich, Munich, Germany
David Schmitz   Leibniz Supercomputing Center, Munich, Germany

↑ ABSTRACT

The paradigm shift from device-oriented to service-oriented management has also implications to the area of event correlation. Today's event correlation mainly addresses the correlation of events as reported from management tools. However, a correlation of user trouble reports concerning services should also be performed. This is necessary to improve the resolution time and to reduce the effort for keeping the service agreements. We refer to such a type of correlation as service-oriented event correlation. The necessity to use this kind of event correlation is motivated in the paper.

To introduce service-oriented event correlation for an IT service provider, an appropriate modeling of the correlation workflow and of the information is necessary. Therefore, we examine the process management frameworks IT Infrastructure Library (ITIL) and enhanced Telecom Operations Map (eTOM) for their contribution to the workflow modeling in this area. The different kinds of dependencies that we find in our general scenario are then used to develop a workflow for the service-oriented event correlation. The MNM Service Model, which is a generic model for IT service management proposed by the Munich Network Management (MNM) Team, is used to derive an appropriate information modeling. An example scenario, the Web Hosting Service of the Leibniz Supercomputing Center (LRZ), is used to demonstrate the application of service-oriented event correlation.

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↑ **CITINGS**

↑ **INDEX TERMS**

Primary Classification:
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      ↳ **C.2.4** Distributed Systems
        ↳ **Subjects:** Distributed applications

General Terms:
Management, Performance, Reliability

Keywords:
event correlation, fault management, service level agreements, service management

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Moridera, A.; Murano, K.; Mochida, Y.;
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Androutsos, A.A.; Apostolopoulos, T.K.; Daskalou, V.C.;
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Issacs, R.; Lesile, I.;
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Benjamin, D.; Trudel, R.; Shew, S.; Kus, E.;
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service provisioning in reconfigurable mobile networks
Panagiotakis, S.; Alonistioti, A.;
Wireless Communications, IEEE [see also IEEE Personal Communications]
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1 Business process modeling/reengineering: Process improvement: optimization of a telecommunications billing system
Mark Schouwenaar, Eleazer Martin
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation WSC '03**
Publisher: Winter Simulation Conference
Full text available: 📄 pdf(321.05 KB)   Additional Information: full citation, abstract, references

> To remain competitive in a turbulent and rapidly evolving market, telecommunication companies have found it necessary to invest large sums of money on the latest technologies and IT infrastructure. These investments have been a serious drain on the financial resources of these companies who are now seeking ways to pare costs and regain their financial footing. This new reality is increasingly forcing companies to focus on improving processes in order to increase profitability. Process simulat ...

2 Fraunhofer: the German model for applied research and technology transfer
Dieter Rombach
June 2000 **Proceedings of the 22nd international conference on Software engineering ICSE '00**
Publisher: ACM Press
Full text available: 📄 pdf(195.25 KB)   Additional Information: full citation, abstract, references, citings, index terms

> The Fraunhofer Gesellschaft e.V. in Germany is Europe's largest and most successful organization for applied research and technology transfer. Its 48 institutes cover all areas of technology and engineering ranging from materials and production technology to information & communication technology and solar energy. The Fraunhofer Institute for Experimental Software Engineering (IESE) in Kaiserslautern, Germany, focuses on software engineering methods, software product and process managem ...

> **Keywords:** Fraunhofer, IESE business areas, IESE core competencies, experimental software engineering, experiments, technology transfer

3 Simulation-based scheduling: Scheduling & control: shop floor scheduling with simulation based proactive decision support
Amit K. Gupta, Appa Iyer Sivakumar, Sumit Sarawgi

December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers WSC '02**
Publisher: Winter Simulation Conference
Full text available: pdf(193.95 KB)   Additional Information: full citation, abstract, references, citings

This paper involves the study of a simulation based proactive decision support module for the shop-floor scheduling of the Plastic Processing Section (PPS) at Bharti Telecom Limited, Gurgaon, India. The flow of material and information in this shop is highly complex as it involves multiple product parts, sequence dependent setup, molding machine specifications, mould restrictions etc. with a variety of scheduling and operational choices. The shop floor planning and scheduling decisions are be ...

4 Business: the 8th layer: Moving beyond market-speak

Kate Gerwig
March 2002 **netWorker**, Volume 6 Issue 1
Publisher: ACM Press
Full text available: pdf(154.22 KB)
html(13.48 KB)   Additional Information: full citation, abstract, index terms

"Big hat, no cattle." It took a French global telecom analyst speaking American cowboy to perfectly sum up how imperfect service providers are at giving business customers telecommunications services and solutions that help improve their businesses. Unfortunately, I couldn't agree more---lots of talk, but where's the beef?

5 A performance monitoring system for VoIP gateways

Adrian E. Conway
September 2000 **Proceedings of the 2nd international workshop on Software and performance WOSP '00**
Publisher: ACM Press
Full text available: pdf(97.11 KB)   Additional Information: full citation, references, index terms

Keywords: IP telephony, PRI statistics, dial peer, gateway, performance monitoring, voice-over-IP

6 Simulation-based scheduling: Maintenance and repair: application of simulation and mean value analysis to a repair facility model for finding optimal staffing levels

G. Boyer, A. N. Arnason
December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers WSC '02**
Publisher: Winter Simulation Conference
Full text available: pdf(256.59 KB)   Additional Information: full citation, abstract, references

Staffing problems arise in a wide range of applications including job shops, call centres, and hospital emergency departments. They are characterised by the need to allocate shift workers with varying skills to handle an arrival stream of tasks having different sub-task routings and (sub-task) skill requirements. The Manitoba Telecom Service Trouble Diagnosis and Repair System (TDRS) has 3 skill-levels of staff handling multiple types of faults occurring in telephone switching equipment. TDRS ...

7 Designing data marts for data warehouses

October 2001 **ACM Transactions on Software Engineering and Methodology (TOSEM)**, Volume 10 Issue 4
Publisher: ACM Press

Additional Information: full citation, abstract, references, citings, index

Full text available: 📄 pdf(203.43 KB)   terms, review

Data warehouses are databases devoted to analytical processing. They are used to support decision-making activities in most modern business settings, when complex data sets have to be studied and analyzed. The technology for analytical processing assumes that data are presented in the form of simple data marts, consisting of a well-identified collection of facts and data analysis dimensions (star schema). Despite the wide diffusion of data warehouse technology and concepts, we still miss me ...

Keywords: conceptual modeling, data mart, data warehouse, design method, software quality management

8 Research contributions: Confronting the assumptions underlying the management of knowledge: an agenda for understanding and investigating knowledge management
Kathy A. Stewart, Richard Baskerville, Veda C. Storey, James A. Senn, Arjan Raven, Cherie Long
September 2000 **ACM SIGMIS Database**, Volume 31 Issue 4
Publisher: ACM Press
Full text available: 📄 pdf(1.22 MB)   Additional Information: full citation, abstract, references, index terms

Knowledge and knowledge management are receiving tremendous interest from both practitioners and academics. Although knowledge management is often accepted as a very useful organizational activity, a number of the assumptions underlying knowledge management have not been investigated. This paper examines four knowledge management assumptions: knowledge is worth managing, organizations benefit from managing knowledge, knowledge can be managed, and little risk is associated with managing knowledge ...

Keywords: information technology, knowledge asset, knowledge management, knowledge management research framework

9 External IT environment: dimensionality and measurement
C. Ranganathan, Vijay Sethi
December 2000 **Proceedings of the twenty first international conference on Information systems ICIS '00**
Publisher: Association for Information Systems
Full text available: 📄 pdf(99.77 KB)   Additional Information: full citation, references, index terms

Keywords: IT activity intensity, IT dynamism, IT munificence, dimensionality, external IT environment, measurement issues

10 Business: the 8th layer: Global networking for everyone
Kate Gerwig
June 2002 **netWorker**, Volume 6 Issue 2
Publisher: ACM Press
Full text available: 📄 pdf(151.08 KB)
📄 html(13.53 KB)   Additional Information: full citation, abstract, index terms

Maybe would-be global telecommunications providers need a theme song, if not a team song. Disney's "It's a Small World after All" may be just the one. But if providers can't or won't sing, maybe they could try chanting it, along with their multinational corporation (MNC) customers.

11 Workshop and conference summaries: From software requirements to architectures (STRAW01)

Jaelson Castro, Jeff Kramer
November 2001 **ACM SIGSOFT Software Engineering Notes**, Volume 26 Issue 6
Publisher: ACM Press
Full text available: pdf(368.75 KB)   Additional Information: full citation, abstract, references, citings

The First International Workshop From SofTware Requirements to Architectures (STRAW'01) was held in Toronto, Ontario, Canada, on May 14, 2001, just before the 23rd International Conference on Software Engineering (ICSE). In the following we give an overview of the motivation, goals, selection process and participation, workshop structure and activities, which includes a summary of presentations and discussions that took place during the workshop.

Keywords: Requirements Engineering, Software Architecture

12 Assessing software projects: tools for business owners

Ari Jaaksi
September 2003 **ACM SIGSOFT Software Engineering Notes , Proceedings of the 9th European software engineering conference held jointly with 11th ACM SIGSOFT international symposium on Foundations of software engineering ESEC/FSE-11**, Volume 28 Issue 5
Publisher: ACM Press
Full text available: pdf(215.26 KB)   Additional Information: full citation, abstract, references, citings, index terms

Executives need to assess ongoing software projects. They need truthful information to decide if projects should be redirected, cancelled, or strengthened. They need to verify that customer requirements are satisfied and business goals are met.We present a set of tools for executives to monitor the status of ongoing software projects. These tools allow executives that are not experts of software engineering to assess requirements, software architectures, development projects, and development org ...

Keywords: management, methodologies, project control and modeling, review and evaluation

13 Business: Uncovering the new wireless interaction paradigm
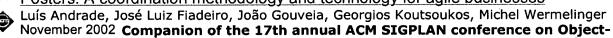
Heiko Sacher, Gareth Loudon
January 2002 **interactions**, Volume 9 Issue 1
Publisher: ACM Press
Full text available: pdf(600.75 KB)   Additional Information: full citation, abstract, references, citings, index
html(27.38 KB)   terms

The always connected, mobile consumer is closer to reality than ever before. Ericsson expects the world-wide number of mobile phones to exceed landline phones by 2002 and that there will be more mobile Internet subscribers than fixed Internet subscribers by 2003 (Ericsson Annual Report, 2000). The potential of advanced wireless networks far surpasses today's mobile extensions of PC and Internet applications. But these new applications are not yet clear. Leveraging competence in customer research ...

14 Posters: A coordination methodology and technology for agile businesses

Luís Andrade, José Luiz Fiadeiro, João Gouveia, Georgios Koutsoukos, Michel Wermelinger
November 2002 **Companion of the 17th annual ACM SIGPLAN conference on Object-**

oriented programming, systems, languages, and applications OOPSLA
'02
Publisher: ACM Press
Full text available: pdf(213.15 KB)   Additional Information: full citation, references

15 Dealing with mobility: understanding access anytime, anywhere

Mark Perry, Kenton O'hara, Abigail Sellen, Barry Brown, Richard Harper
December 2001 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 8
Issue 4
Publisher: ACM Press

Full text available: pdf(217.74 KB)   Additional Information: full citation, abstract, references, citings, index
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The rapid and accelerating move towards use of mobile technologies has increasingly
provided people and organizations with the ability to work away from the office and on
the move. The new ways of working afforded by these technologies are often
characterized in terms of access to information and people anytime, anywhere. This
article presents a study of mobile workers that highlights different facets of *access* to
remote people and information, and different facets of *anytime, anywhere ...*

Keywords*: Awareness, context, dead time, diary study, distributed collaboration,
interviews, mobile communication, mobile technology, mobile workers, personal
computing*

16 Technical papers: empirical studies I: An empirical study of an informal knowledge
repository in a medium-sized software consulting company
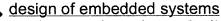
Torgeir Dingsøyr, Emil Røyrvik
May 2003 **Proceedings of the 25th International Conference on Software
Engineering ICSE '03**
Publisher: IEEE Computer Society

Full text available: pdf(1.29 MB)   Additional Information: full citation, abstract, references, index terms
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Numerous studies have been conducted on design and architecture of knowledge
repositories. This paper addresses the need for looking at practices where knowledge
repositories are actually used in concrete work situations. This insight should be used
when developing knowledge repositories in the future.Through methods inspired by
ethnography this paper investigates how an unstructured knowledge repository is used for
different purposes by software developers and managers in a medium-sized softwar ...

17 A higher level system communication model for object-oriented specification and
design of embedded systems

Kjetil Svarstad, Nezih Ben-Fredj, Gabriela Nicolescu, Ahmed A. Jerraya
January 2001 **Proceedings of the 2001 conference on Asia South Pacific design
automation ASP-DAC '01**
Publisher: ACM Press

Full text available: pdf(314.29 KB)   Additional Information: full citation, abstract, references, citings, index
terms

The design starting point for current embedded systems design is getting higher and
higher on the abstraction level scale in order to meet the challenge of the increasing
design gap. Up till now the state-of-the-art tools and methods have used as a highest
abstraction of communication the send-receive over a channel, e.g. as in SDL and
COSSAP. We introduce a novel higher level communication mechanism for system-level
specification which has features supporting object-oriented descriptions a ...

18 Ages of avatar: community building for inhabited television

Mike Craven, Steve Benford, Chris Greenhalgh, John Wyver, Claire-Janine Brazier, Amanda Oldroyd, Tim Regan
September 2000 **Proceedings of the third international conference on Collaborative virtual environments CVE '00**
Publisher: ACM Press

Full text available: pdf(72.29 KB)   Additional Information: full citation, abstract, references, citings, index terms

In this paper we describe and analyse the community building process for Ages of Avatar, a set of on-line Collaborative Virtual Environments created in MicrosoftVirtual Worlds, which form part of an ongoing experiment in Inhabited Television, aiming to merge CVEs and broadcast media. We describe the means by which the CVEs were launched, promoted and supported alongside a television broadcast channel, and how actions of viewers acting as inhabitants in the ...

Keywords: collaborative virtual environments, inhabited television, virtual communities

19 Why license when you can rent? Risks and rewards of the application service provider model

Ravi Patnayakuni, Nainika Seth
April 2001 **Proceedings of the 2001 ACM SIGCPR conference on Computer personnel research SIGCPR '01**
Publisher: ACM Press

Full text available: pdf(580.88 KB)   Additional Information: full citation, abstract, references, citings, index terms

The confluence of several developments in technology and trends in the business environment has led to the emergence of new outsourcing model, the Application Service Provider (ASP). In this paper we draw upon outsourcing literature to understand the factors that are likely to influence the adoption of the ASP model. An initial research model is developed based on factors identified from economic and social perspectives used in outsourcing literature.

Keywords: IS management, application service providers, diffusion of adoption, outsourcing

20 International perspectives: computing at the top of the world

Seymour Goodman, Timothy Kelly, Michael Minges, Larry Press
November 2000 **Communications of the ACM**, Volume 43 Issue 11
Publisher: ACM Press
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The existential theory of mind

JM BERING - Review of general psychology, 2002 - cat.inist.fr

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The interaction of temperature with thiopental and etomidate on extracellular dopamine and glutamate ... - group of 2 »

JB Lesser, R Koorn, JD Vloka, MM Kuroda, DM Thys - Acta Anaesthesiol Scand, 1999 - ncbi.nlm.nih.gov

... The purpose of this study was to examine the interactive effects of temperature, sodium thiopental (STP) and etomidate (**ETOM**) on extracellular neurotransmitter ...

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MB Kelly - Journal of Network and Systems Management, 2003 - Springer

... 1, March 2003 (C 2003) Report Edited by Paul Brusil The TeleManagement Forum's Enhanced Telecom Operations Map (**eTOM**) Michael B. Kelly 1 INTRODUCTION ...

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[CITATION] TeleManagement Forum (TMF), NGOSS and **eTOM**

M Kelly - TeleManagement Forum, November, 2002

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[CITATION] **eTOM** the business process framework (Version 3.0)

TMF GB921 - June, 2002

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Intubating Conditions Produced by Etomidate Alone vs Rapid Sequence Intubation in the Prehospital ... - group of 2 »

WP Bozeman, DM Kleiner, V Huggett - Academic Emergency Medicine, 2003 - SAEM

... We sought to evaluate the intubation conditions produced by etomidate (**Etom**) sedation alone compared to those produced by rapid sequence intubation (RSI) with ...

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